



Ruby Potter -MDH- <ruby.potter@maryland.gov>

## BAYADA Cecil County CON Application Follow-up

1 message

Saxby, JoAnn <jsaxby@bayada.com>

Thu, Feb 28, 2019 at 1:21 PM

To: "Laura Hare1 -MDH- (laura.hare1@maryland.gov)" <laura.hare1@maryland.gov>

Cc: "ruby.potter@maryland.gov" <ruby.potter@maryland.gov>, "kevin.mcdonald@Maryland.gov" <kevin.mcdonald@maryland.gov>

Good Afternoon Laura, in response to your email dated 2/12/19, please find the below responses and attachments that will hopefully fulfill your request. Please let me know if you require any additional information or if I have overlooked something. Thank you for your guidance as we remain very committed to extending our services into this new jurisdiction.

1. Provide documentation regarding its links with hospitals, nursing homes, continuing care retirement communities, hospice programs, assisted living providers, Adult Evaluation and Review Services, adult day care programs, the local Department of Social Services, and home-delivered meal programs located within its proposed service area.

### Applicant Response:

Please see attached updated Linkage information, along with the companion piece that is our Resource Guide. Please note the highlighted organizations are part of our ongoing plan to identify and introduce BAYADA as a potentially additional Home Health Provider/Partner in the market. These documents will be updated regularly as appropriate and shared with all staff.

2. Bayada-Gaithersburg shall develop separate forms, acceptable to Commission staff, to implement its determinations of probable and final eligibility for charity or reduced fee care.

### Applicant Response:

Please find the attached recently state approved Gaithersburg's provider Charity Care revised policies/ procedure and Charity Care notification that will be identical for the Cecil County application.

3. Bayada-Gaithersburg shall provide information regarding additional steps, acceptable to Commission staff, that it has taken to assure that it will provide an amount of charity care that is equivalent to or greater than the average amount of charity care provided by home health agencies in the Western Maryland region.

### Applicant Response:

As provided in our Completeness review,(please see #1. below) our plan remains in process weekly with the additional efforts highlighted below;

1. Your charity care track record (<0.01%) does not indicate that it will be able to meet the jurisdiction average, as you have projected. If you are granted a CON, compliance with the jurisdictional average of 0.80% will be required as a condition of your CON. What plans do you have for seeking out patients that could benefit from charity care?

### Applicant response:

BAYADA understands the need to identify and establish ongoing charity care referral relationships with local nonprofit and social service agencies servicing the indigent and dis-advantaged persons in Cecil County. In addition to the plan included in our original application, which indicates the commitment to meet the average of 0.80% charity care over the course of the next four years, BAYADA's outreach plan (some connections all ready in process) will include but is not limited to the following local organizations; Elkton Department of Social Services, Cecil County Department of Aging, Veteran's Outreach Ministries, Maryland Food Pantries and Soup kitchens, Ray of Hope Mission, servicing western Cecil county and The Western Cecil Health Center. The applicant plans to leverage the current full time MSW (Medical Social Worker) position from the Harford county market to extend into Cecil county to deepen the familiarity with the Cecil County public and private programs that are potential referral sources for Charity Care. This role will be responsible to identify and educate these potential referral sources about BAYADA's commitment to the acceptance and care of clients regardless of ability to

pay and BAYADA's charity care policy. Additionally, this role will be held accountable for the ongoing relationship, keeping in regular contact with these organizations while maintaining an updated listing of new potential charity care referral organizations. The ability to have a dedicated resource familiar, focused and responsible to work with the public and private organizations within Cecil County provides the confidence that BAYADA will meet and exceed the minimum charity care commitment in this county.

**February 25, 2019 Updated notes to the current outreach plan for Cecil county;** the following contacts have been made the month of February. Currently the plan is to continue weekly identification and outreach to additionally identified community agencies to support our commitment to meeting the jurisdiction average and our goal for Charity Care.

1. Elkton Department of Social Services.

Met with Carrie Bailey, LCSW-C. She is a Protective Service Supervisor. Definitely receptive towards BAYADA. Stated there is a need for another Home Health Provider.

2. Cecil County Aging and Disability Resource Center.

Met with Morgan DeWeese, Resource Manager. This was a very productive meeting. Their facility is amazing. They appear to be very successful in getting grant money. They actually have a unit that's called the triage. Its front line stuff, seniors that need immediate care, whatever that care may be. Morgan was very excited that BAYADA is coming to Cecil County. BAYADA is invited to what they call their Round Table. It's a monthly meeting for Resources to talk about what they can provide. Morgan has graciously invited us to their meeting on April 18, 2019 at 12:00pm. Harford office Director to coordinate.

3. Ray of Hope Mission Center.

Met with Anita Cox, Intake Counselor.

Their facility is in a very rural area and they don't get a ton of people coming to them but Anita says there is definitely a need for another Home Health Provider.

4. Veteran's Outreach Ministries unfortunately no longer exists.

Respectfully submitted,

JoAnn Saxby, Administrator

**JoAnn Saxby, RN**

Division Director, Camellia Division (CML) BAYADA Home Health Care

8600 LaSalle Rd. Suite 335 Towson, Maryland 21286

O: 410-823-0880 | Cisco Ext. 0315-10 | C: 215-512-4467 | bayada.com



*Our employees' reviews made us a Best Place to Work in 2018 & 2019!  
Spread the word and earn a **bonus** by referring a friend.*



WE LOVE WHAT WE DO



**CONFIDENTIALITY NOTICE:** This email may contain information belonging to BAYADA and is protected by law. Do not forward, copy, or otherwise disclose to anyone unless permitted by BAYADA or required by law. If you are not the intended recipient, please notify the sender immediately.

---

**8 attachments****0-9506.pdf**

129K

**Charity Care and Reduced Fees Application (2).pdf**

129K

**Interview for Determination of Probable Eligibility for Charity Care.pdf**

73K

**Maryland Charity Care and Reduced Fees Public Notice.pdf**

80K

**Notice of Charity Care and Reduced Fees.pdf**

181K

**Interview for Determination of Probable Eligibility for Charity Care.pdf**

73K

**Cecil linkages.doc**

33K

**Resource Guide updated.docx**

29K

# CHARITY CARE AND REDUCED FEES APPLICATION – MARYLAND HOME HEALTH AND HOSPICE



Please complete the top section and return to the Director of your service office.

Date: \_\_\_\_\_

Client Name: \_\_\_\_\_ Client Number: \_\_\_\_\_

Client Address: \_\_\_\_\_

Number of family members residing in the household: \_\_\_\_\_

Annual Household Income(including any guarantors or other income)* e.g W2(s), paystub(s)	Client Salary	
	Spouse Salary	
	Disability Payments	
	Other Income	
	Total Income	

Annual Outstanding Medical Bills*	Facility	Amount	Insurance Payment (e.g. medical, auto, other)	Balance due from Client
	Total			

I understand that the information provided above is required for BAYADA Home Health Care solely to determine my eligibility for charity care or reduced fees. I certify that the above information is true, complete, and correct as of the date written above. If any of the above information changes I will notify BAYADA immediately. Final determination of eligibility is based on required documentation of annual household income and annual outstanding medical bills and will be communicated within ten (10) business days of the submission of a completed application and required documentation.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

POA Signature (if client unable to sign): \_\_\_\_\_ Date: \_\_\_\_\_

Upon approval of the office director, the client is eligible for charity care or reduced fees if the client's total annual household income is at or below 324% of the Federal Poverty level for the size of the household, OR if the client has annual medical bills that are greater than 50% of their total annual income, charity care or reduced fees may be considered by deducting the annual medical bills, after all applicable insurance reimbursement has been determined, from the client's annual income and again comparing against the Federal Poverty Guidelines\*\* and applying the sliding fee scale.

\* Documentation must be provided for these amounts

\*\* as published by the Federal Government (<https://aspe.hhs.gov/poverty-guidelines>)

Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

www.bayada.com

0-9506 REV. 2/19 BAYADA Home Health Care, 2019

**CHARITY CARE AND REDUCED FEES APPLICATION-  
MARYLAND HOME HEALTH AND HOSPICE**



# INTERVIEW FOR DETERMINATION OF PROBABLE ELIGIBILITY FOR CHARITY CARE AND REDUCED FEES— MARYLAND HOME HEALTH AND HOSPICE

**To be completed by the office director or designee.** Determination of probable eligibility for charity care and reduced fees must be communicated to the prospective client within two (2) business days of initial request.

Client Name: \_\_\_\_\_ Client #: \_\_\_\_\_ Date: \_\_\_\_\_

Client Address: \_\_\_\_\_

Number of family members residing in the household: \_\_\_\_\_

Estimated Annual Household Income (including any guarantors or other income)*	Client Salary	
	Spouse Salary	
	Disability Payments	
	Other Income	
	Total Income	

Approximate Annual Outstanding Medical Bills*	Facility	Estimated Amount	Estimated Insurance Payment (e.g. medical, auto, other)
	Total		

\* No application form, verification or documentation of the estimated annual household or other incomes and approximate annual outstanding medical bills will be requested or required for the determination of probable eligibility.

Director/Designee Name: \_\_\_\_\_ Title: \_\_\_\_\_

Director/Designee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# BAYADA Home Health Care—Maryland Notice of Charity Care and Reduced Fees

BAYADA Home Health Care provides charity care or reduced fees to our prospective clients with financial hardship and in accordance with Maryland regulation. BAYADA ensures access to services regardless of an individual's ability to pay.

All prospective clients are provided this notice prior to provision of services.

## How the charity care and reduced fee scale works:

Upon receiving a request for charity care or reduced fees, BAYADA uses a two-step process to determine eligibility of charity care or reduced fees. During the first step, BAYADA will interview the prospective client/representative to review family size, estimated annual household income, insurance and approximate annual outstanding medical bills. BAYADA will communicate its determination of probable eligibility to the prospective client/representative within two (2) business days of the initial request for charity care, reduced fees, or an application for medical assistance (Maryland Medicaid).

The second step is the final determination for eligibility for charity care or reduced fees and is determined by a completed application with required documentation and proof of annual household income (W2(s), last pay stub(s)), and annual outstanding medical bills. Prior to provision of services, prospective clients who qualify will be informed of the standard rates sheet available in each service office. As per current Federal Poverty Guidelines, BAYADA will utilize a sliding fee scale to determine a potential discount. Those that qualify for reduced fees will be offered a time payment plan for reduced fees of \$25 per month. Those who do not qualify for charity care or reduced fees will be assisted in seeking alternative payment arrangements.

Based on the information provided, the prospective client will receive:

- a. **Charity Care:** If the total family income is at or below 224% of the Federal Poverty Guidelines (as published in the Federal Register) for their family size; or
- b. **Reduced Fees:** If the total family income is between 225% and 324% of the Federal Poverty Guidelines (as published in the Federal Register) for their family size as shown in the chart below.

Poverty Level	% Discount
100-199%	100%
200-224%	100%
225-249%	80%
250-274%	60%
275-299%	40%
300-324%	20%
325% and above	0%

- c. If the client does not qualify for charity care or reduced fees under the Federal Poverty Guidelines, but has annual medical bills that are greater than 50% of their total annual income, charity care or reduced fees may be considered by deducting the annual medical bills, after all applicable insurance reimbursement has been determined, from the client's annual income and again comparing against the Federal Poverty Guidelines and applying the sliding fee scale.

**For more information or questions** on BAYADA's Charity Care or Financial Hardship policies, contact your local BAYADA office.



# NOTICE OF CHARITY CARE AND REDUCED FEES— MARYLAND HOME HEALTH AND HOSPICE



Client Name: \_\_\_\_\_

Client # \_\_\_\_\_

BAYADA Home Health Care provides charity care or reduced fees to our prospective clients with financial hardship and in accordance with Maryland regulation. BAYADA ensures access to services regardless of an individual's ability to pay.

All prospective clients are provided this notice prior to provision of services.

## How the charity care and reduced fee scale works:

Upon receiving a request for charity care or reduced fees, BAYADA uses a two-step process to determine eligibility of charity care or reduced fees. During the first step, BAYADA will interview the prospective client/representative to review family size, estimated annual household income, insurance and approximate annual outstanding medical bills. BAYADA will communicate its determination of probable eligibility to the prospective client/representative within two (2) business days of the initial request for charity care, reduced fees, or an application for medical assistance (Maryland Medicaid).

The second step is the final determination for eligibility for charity care or reduced fees and is determined by a completed application with required documentation and proof of annual household income (W2(s), last pay stub(s)), and annual outstanding medical bills. Prior to provision of services, prospective clients who qualify will be informed of the standard rates sheet available in each service office. As per current Federal Poverty Guidelines, BAYADA will utilize a sliding fee scale to determine a potential discount. Those that qualify for reduced fees will be offered a time payment plan for reduced fees of \$25 per month. Those who do not qualify for charity care or reduced fees will be assisted in seeking alternative payment arrangements.

Based on the information provided, the prospective client will receive:

- a. **Charity Care** – If the total family income is at or below 224% of the Federal Poverty Guidelines (as published in the Federal Register) for their family size; or
- b. **Reduced Fees** – If the total family income is between 225% and 324% of the Federal Poverty Guidelines (as published in the Federal Register) for their family size as shown in the chart below.

Poverty Level	% Discount
100-199%	100%
200-224%	100%
225-249%	80%
250-274%	60%
275-299%	40%
300-324%	20%
325% and above	0%

c. If the client does not qualify for charity care or reduced fees under the Federal Poverty Guidelines, but has annual medical bills that are greater than 50% of their total annual income, charity care or reduced fees may be considered by deducting the annual medical bills, after all applicable insurance reimbursement has been determined, from the client's annual income and again comparing against the Federal Poverty Guidelines and applying the sliding fee scale.

I acknowledge BAYADA has given me information about charity care or reduced fees.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Representative, Relationship & Reason Client Unable to Sign

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

*Federal Poverty Guidelines (<https://aspe.hhs.gov/poverty-guidelines>)*

# INTERVIEW FOR DETERMINATION OF PROBABLE ELIGIBILITY FOR CHARITY CARE AND REDUCED FEES– MARYLAND HOME HEALTH AND HOSPICE

**To be completed by the office director or designee.** Determination of probable eligibility for charity care and reduced fees must be communicated to the prospective client within two (2) business days of initial request.

Client Name: \_\_\_\_\_ Client #: \_\_\_\_\_ Date: \_\_\_\_\_

Client Address: \_\_\_\_\_

Number of family members residing in the household: \_\_\_\_\_

Estimated Annual Household Income (including any guarantors or other income)*	Client Salary	
	Spouse Salary	
	Disability Payments	
	Other Income	
	Total Income	

Approximate Annual Outstanding Medical Bills*	Facility	Estimated Amount	Estimated Insurance Payment (e.g. medical, auto, other)
	Total		

\* No application form, verification or documentation of the estimated annual household or other incomes and approximate annual outstanding medical bills will be requested or required for the determination of probable eligibility.

Director/Designee Name: \_\_\_\_\_ Title: \_\_\_\_\_

Director/Designee Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Linkages – Cecil County

Senior Living Communities	Brightview – preferred HHA partner Sunrise - preferred HHA partner Arden Courts Brookdale of Towson Tudor Heights Lorien Mays Chapel
Hospitals	Upper Chesapeake Medical Center – preferred HHA partner (1 of 2) on site daily Harford Memorial Hospital Greater Baltimore Medical Center – preferred HHA partner (1 of 2) on site daily St. Joseph's Medical Center UMMS Northwest Hospital John Hopkins Health System St. Agnes Anne Arundel Medical Center Union Hospital _ Cecil county
Nursing Homes	<i>Genesis Waugh Chapel – preferred HHA partner</i> <i>Manor Care Ruxton</i> <i>Powerback /Brightwood Campus</i> <i>Genesis Severna Park – preferred HHA partner</i> <i>Forest Hill Health and Rehab</i> <i>Bel Air Health and Rehab</i> <i>Lorien Bel Air</i> <i>Lorien Bulle Rock</i> <i>Citizens Care and Rehab Center</i> <i>Keswick Multi Care</i> <i>Lorien Bulle Rock</i> <i>Calvert Manor HealthCare – Cecil County</i> <i>Elkton Transitional Care Center – Cecil County</i> <i>Lauralwood Health Care Center – Cecil County</i>
Accountable Care Organization	Universal American (Well Care)
National and Local Professional Affiliations	Maryland National Capital Homecare Association Lifespan The ALS Association Alzheimer's Association
Hospice	Gilchrist Seasons Amedysis Heartland
Private Duty	Griswold Home Care – Cecil County
Local Community Providers	Please refer to <b>Attachment E 1.</b> for additional linkages within our immediate community. Elkton Department of Social Services Cecil County of Aging and Disability Resource Center Ray of Hope Mission Center West Cecil Health Center Cecil County Evaluation Review Services

Local Insurance Payers	Care First, Aetna, Kaiser (preferred provider)
------------------------	--

**BAYADA Home Health Care**  
**Community Resource Guide**

\* **Medical Social Workers** are available through BAYADA to assist with planning and accessing resources as necessary.

**Maryland Access Point (MAP)**

410-887-2594 (Baltimore County), 410-396-2273 (Baltimore City)

<http://www.marylandaccesspoint.info/>

Public Resource information line, operators are very knowledgeable about a variety of local resources

**Meals**

Meals on Wheels of Central MD – Baltimore City/County, Phone: 410-558-0827, Fax: 410-558-1321, [www.mealsonwheelsmd.org](http://www.mealsonwheelsmd.org)

Meals on Wheels – Cecil County – 410-996-5295

Mom's Meals – 1-800-242-0076, [www.momsmeals.com](http://www.momsmeals.com)

Schwan's- 1-888-724-9267, [www.schwans.com](http://www.schwans.com)

Grocery Delivery (must be done on-line)

Giant Peapod – [www.peapod.com](http://www.peapod.com)

**Life Alert**

Phillips Lifeline- 1-800-543-3546

Centrol-410-828-5564, [www.centrol-inc.com](http://www.centrol-inc.com)

Great Call – 5 Star Urgent Response-800-918-8543

Life Response (discounted with AARP membership)- 800-921-2008

**In Home Emergency Response Systems**

Centrol: 877.792.4494

Phillips Lifeline: 800.380.3111

Assurance Lifeline: 888.898.4888

**In Home Personal Care (Private Duty)**

Griswold Special Care: Harford and Cecil County 410.916.2840

Katherine's Keepers: 410.879.2137

Synergy: 410.569.3302

Bayada Home Health Care (Private Duty Division) – 410-944-5999

Senior Helpers – 410-453-6172

Visiting Angels (Towson office) – 410-337-7838

Tribute Homecare – 410-946-8400

Right At Home – 443-371-7145

ComForCare Senior Services – 410-922-6262

Attachment E.1.

Pg. 53.

**Transportation**

---

MTA Mobility/Paratransit Service – 410-764-8181, [www.mta.maryland.gov/mobility](http://www.mta.maryland.gov/mobility)  
County Ride – 410-887-2080 [www.baltimorecountymd.gov](http://www.baltimorecountymd.gov) (Baltimore County only)  
Baltimore City TAXICARD Program – 410-664-1123 (Baltimore City only)  
ProCare-410-823-0030, East Coast -410-663-2012, Butler – 410-602-4007 private transportation companies providing ambulances and wheelchair vans, charge fee-for-service.

### **Caregiver Supports/Support Groups**

Baltimore County Department of Aging Caregivers Program- 410-887-4724  
Baltimore City Family Caregiver Support Program- 410-396-4932  
Alzheimer's Association - 410-561-9099, [www.alz.org/maryland](http://www.alz.org/maryland)  
Catholic Charities "Answers for the Aging"- 410-646-0100, offers support and resources over the phone  
Jewish Community Services- Elder Care Management - 410-466-9200, [www.jcsbaltimore.org/care-management](http://www.jcsbaltimore.org/care-management)  
National MS Society –800-344-4867, Md Chapter – 443-641-1200  
Parkinson's Disease Foundation - 1-800-457-6676, [www.pdf.org](http://www.pdf.org), brochures and educational resource

### **Adult Day – Cecil County**

Adult Day Services at Union Hospital – 1-800-385-2527  
Nazarene Family Care Center – 1-800-385-2527

### **Veteran's Administration**

Baltimore VA Medical Center on Greene Street – 1-800-605-7000, 1-800-463-6295  
Loch Raven VA Outpatient Clinic – 410-605-7650  
Fort Howard VA Outpatient Clinic – 410-477-1800  
VA Enrollment number – 1-800-463-6295, ext 7324, [www.maryland.va.gov](http://www.maryland.va.gov)

### **Department of Social Services**

Baltimore County, General Information – 410-853-3000, Baltimore City – 1-800-332-6347  
Cecil County – 410-996-0306

### **Adult Protective Services**

Baltimore County – 410-853-3000 option 2, Baltimore City – 410-361-5000  
Cecil County – 410-996-0100

### **Bereavement**

Compassionate Friends: 410.560.3358, Mountain Christian Church, Joppa, 3<sup>rd</sup> Wednesdays  
Harford County Hospice: 410.877.1662, Christ Our King Presbyterian Church, 4<sup>th</sup> Thursdays  
Widowed Persons Service: 410.838.0979

### **Child Protective Services**

Baltimore County – 410-853-3000 option 1, Baltimore City – 410-361-2235

### **Durable Medical Equipment**

Free blood pressure cuffs: 888.368.2111 (pts with MC, and diabetes)  
Harford Mediservice: 410.939.1212 540 South Union Ave, Havre de Grace  
Lion's Club: 410.734.0210 (Bel Air) 410.734.4626 (Churchville) 410.452.8287 (Jarrettsville)  
410.679.8206 (Joppatown)  
Office on Aging Loan Closet: 410.638.3025

### **Harford County Public Resources**

Department of Social Services: 410.836.4700, 2 South Bond St. Bel Air  
Department of Aging: 410.638.3025  
Health Department: 410.838.1500, 120 S. Hayes St. Bel Air

**Office of Healthcare Quality** (to report concerns that occur inside of a healthcare facility)

**410-402-8000- General, [www.dhmdh.md.gov/ohcq](http://www.dhmdh.md.gov/ohcq)**

**Adult Evaluation and Review Services (AERS)**

Baltimore County – 410-887-2754, Baltimore City – 410-396-6006

Cecil County – 410-996-5170

**State of Maryland Waiver Registry**

1-866-417-3480

**Domestic Violence (Intimate Partner Violence)**

Maryland Domestic Violence Helpline-1-800-634-3577 (1-800-MD-HELPS) – Statewide Help

1-800-799-7233 (1-800-799-SAFE) - Nationwide Help

**Community Mental Health Service**

Baltimore County Crisis Response Team-410-931-2214, Baltimore City Crisis Response-410-433-5175

Pastoral Counselling Services – 410-433-2241 (for referral to mental health services)

**Suicide Hotlines**

1-800-SUICIDE (1-800-784-2433), Maryland Crisis Hotline – 800-422-0009

**Substance Abuse**

Alcoholics Anonymous - 410-663-1922 , [www.baltimoreaa.org](http://www.baltimoreaa.org), [www.aa.org](http://www.aa.org)

Narcotic's Anonymous - 1-800-317-3222, [www.baltoareana.org](http://www.baltoareana.org)

Alanon (Family and Friends of Alcoholics) - 410-832-7094, [www.Alanon-maryland.org](http://www.Alanon-maryland.org)

Naranon (Family and Friends of Addicts) – 800-477-6291, [www.Nar-anon.org](http://www.Nar-anon.org)

**Home Visiting Doctors**

Dr Brian Wallace – 443-904-0621 (Eastern and Northern Baltimore County – including Towson, Timonium etc)

Dr Hillary Don – 410-464-6238 (primarily Baltimore City)

First Medical – Dr Nancy Rivera and PA Rosemary Ingado - 1-410-956-6800 – all Baltimore city and County

Dr Carla Rosenthal – 443-838-4346 (Northern Baltimore City and County)

Elder House Calls Program- 410-550-0931 (only areas around Hopkins Bayview, call to check specific addresses)

Alegis – 410-636-3060 (Medicare Advantage and private insurances only)

**Home Visiting Podiatrists**

Dr Lee Youngworth – 410-484-8003

Dr Steven Caplan – 410-790-1500

Dr Jeannine George\_ 410-869-4147

Dr Richard Rosenblatt - 410-358-0544

Dr Glazer – 410-435-1333

**Other Important Numbers**

AARP-1-888-687-2277, [www.aarp.org](http://www.aarp.org)

Maryland Health Care Commission-410-764-3460, Reviews and compares nursing homes, assisted living facilities (ten or more beds), health plans, hospitals and prescription prices.

Medicare Helpline- 800-633-4227, [www.medicare.gov](http://www.medicare.gov), [www.mymedicare.gov](http://www.mymedicare.gov)

Social Security Administration- 800-772-1213, [www.ssa.gov](http://www.ssa.gov)

National Network of Tobacco Cessation Quitlines- 1-800-QUITNOW (1-800-784-8669), [www.naquitline.org](http://www.naquitline.org)

